

Next NHU-PAC Stakeholder Survey 2017

RESULTS

To help NHAIS Services select the best possible system for Granite State libraries the New Hampshire State Library sought input from the New Hampshire library community. An online survey was created and was open from October 12, 2017 to November 12, 2017 to gather input on what the next iteration of [NHU-PAC](#) (our state's online union catalog) should include.

We were seeking a broad picture of the needs of NH's libraries so multiple people at each library were welcome to respond. There were 472 libraries registered as members of the NH Automated Information System (NHAIS) when the survey was released and we received responses from staff at 203 of those libraries. In total 318 people completed the survey, additionally there were 73 partial responses. All of that data has been considered in compiling these results. Note that while all questions have been included in this compilation of responses, they are not necessarily in numerical order and only some are presented graphically.

Local Systems in NH Libraries

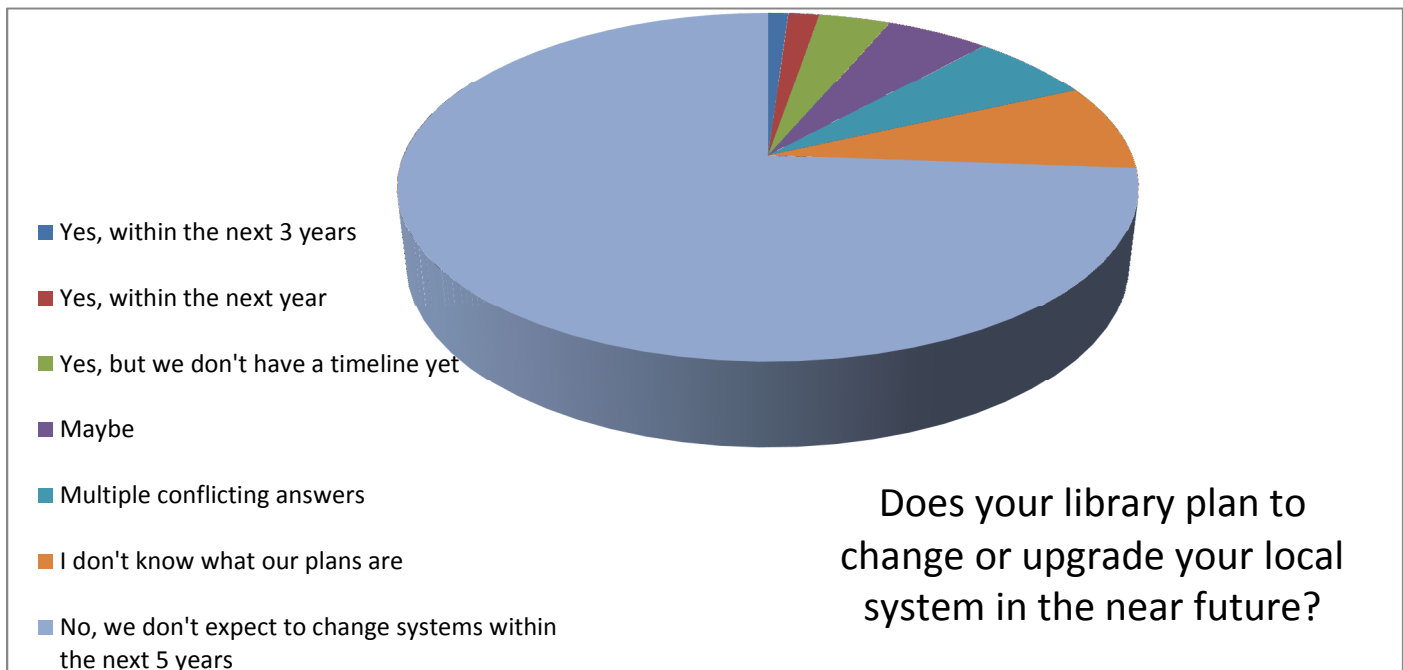
In planning for our next statewide union catalog system we felt it was important to know what the technology landscape looks like among the NHAIS member libraries that will be using that new system. We discovered that just four systems are in use in 60% of the responding libraries and nearly 9% reported not having a local system at all.

What local system is currently in use in your library?

Systems	# libraries
Atrium (Book Systems)	36
Koha (nhaisLOCAL or own installation)	32
Apollo (Biblionix)	25
Follett Destiny	23
We don't have an automated system	17
LibraryWorld	12
Polaris (Innovative Interfaces) [all GMILCS libraries which share 1 system]	11
TLC (including Library.Solution)	11
Evergreen	7
Alexandria (COMPanion)	6
Millennium (Innovative Interfaces)	4
Follett Circulation Plus	2
Symphony (SirsiDynix)	1
Sierra (Innovative Interfaces)	1
Evolve (Infovision)	1
Horizon (SirsiDynix)	1
Mandarin (SIRS)	1
Resource Mate (Jaywil)	1

Generally responding libraries are planning to stick with their current systems as 73.8% of responding libraries indicated they had no plans to change systems within the next 5 years. Note that in cases where

multiple people from one library responded the “I don’t know our plans” responses were eliminated in favor of answers where a plan was indicated. There were some libraries (6.42%) where multiple people responded and indicated different and conflicting plans. Only five responding libraries have plans to switch to a new automated system within the next 3 years.



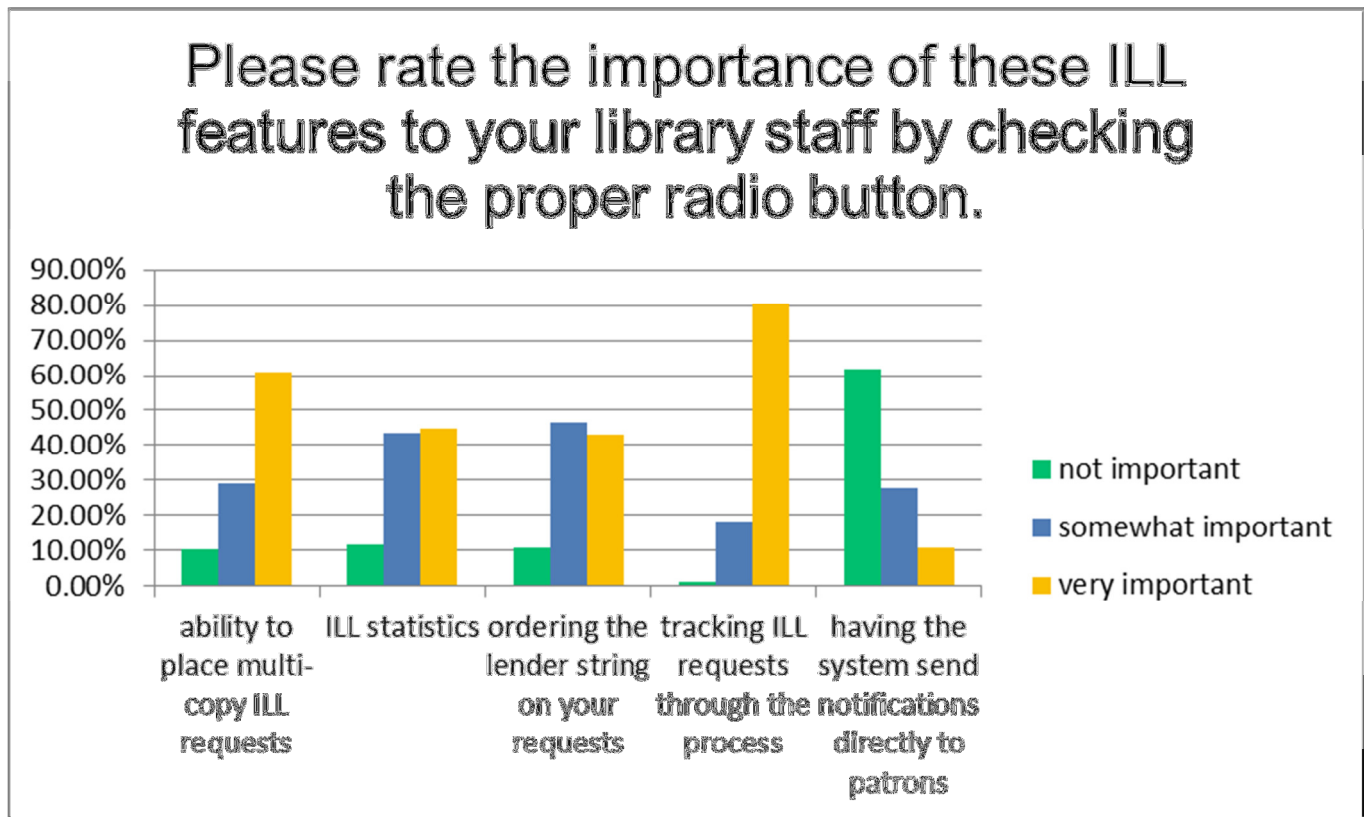
Consortia

In compiling the responses to this question it became clear that we should have defined what we meant by “consortium.” Many people said yes to this question and specified that they belonged to a specific library coop (like Scrooge and Marley or SILC), or that they were part of the NH Downloadable Books Consortium or the SCOOP Purchasing Co-op. These are valid answers to the question we asked, but what we were trying to get at was how many groups of libraries have formed to purchase and share a single automated system. There seem to be 5 of these groups active in the state: GMILCS, The Community College System of NH, Southern NH Library Cooperative (Atkinson, Plaistow & Sandown), Northern NH Library Cooperative (NNHLC), and Howe/Evergreen. There is also a group of libraries that are part of nhaisLOCAL which is kind of a consortium, but is more of an automation purchasing cooperative as each library has its own separate database.

Interlibrary Loan

We began the survey with a series of questions about NHAIS Interlibrary Loan. There were 290 people (74.5% of all respondents) who indicated that their library uses NHAIS ILL and that they could answer questions about how it was used. These are the only respondents to the questions about ILL, though not all of them answered every question. Note that the percentages listed for each question are based on the total responses to that specific question and in some cases multi-part comments were counted with the multiple answer categories they corresponded to.

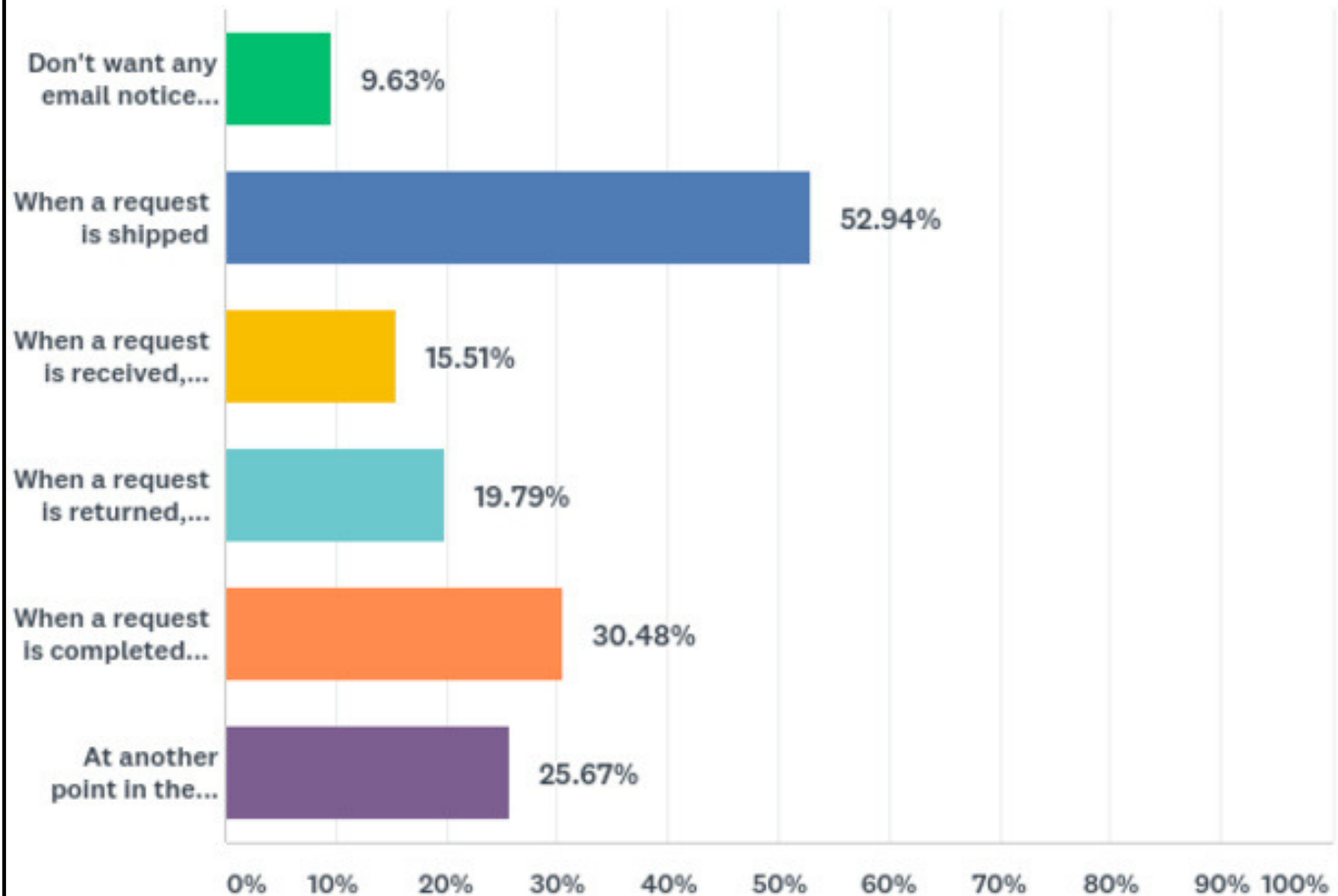
An additional 89 people worked in libraries who use NHAIS ILL but were personally unfamiliar with it. Ten respondents (about 2.5%) either don't offer ILL at their libraries or don't use NHAIS ILL. Those respondents were not asked the ILL questions.



Among features asked about, the most important ones to libraries who use the system are the ability to track ILL requests through the process and to place multi-copy requests. Statistics and ordering of the lender string were also important to many users, but less so than tracking and requesting multiple copies. System notification of patrons was not important to most users. This preference was reinforced when we asked about email notifications to patrons. Nearly half (48.5%) of respondents said they “don’t want any email notices to patrons” sent from the NHAIS ILL system. The current set-up, where an email is sent to the patron when the item is received at the borrowing library (if the library entered their email address when placing the request) was the preference of 25% of respondents. Notifying the patron by automatic email when the request is unfillable was appealing to 34% of respondents. Sending email when an item was shipped by the lending library was selected by only 7% of respondents and 4 people suggested that when the item was due back to the library or was overdue would be a useful point at which the system might notify the patron. Note that this question allowed for more than one option to be selected, so some of the 237 respondents to this question indicated multiple preferences.

Email notifications sent to the library (as opposed to the patron) were deemed more useful, but limiting them or allowing individual libraries to opt out of getting them was a recurrent theme.

Q10. The current NHAIS ILL system sends emails to your library's ILL email when a request is unfilled. Are there other points in the process where an email would be helpful? (Check all that apply)



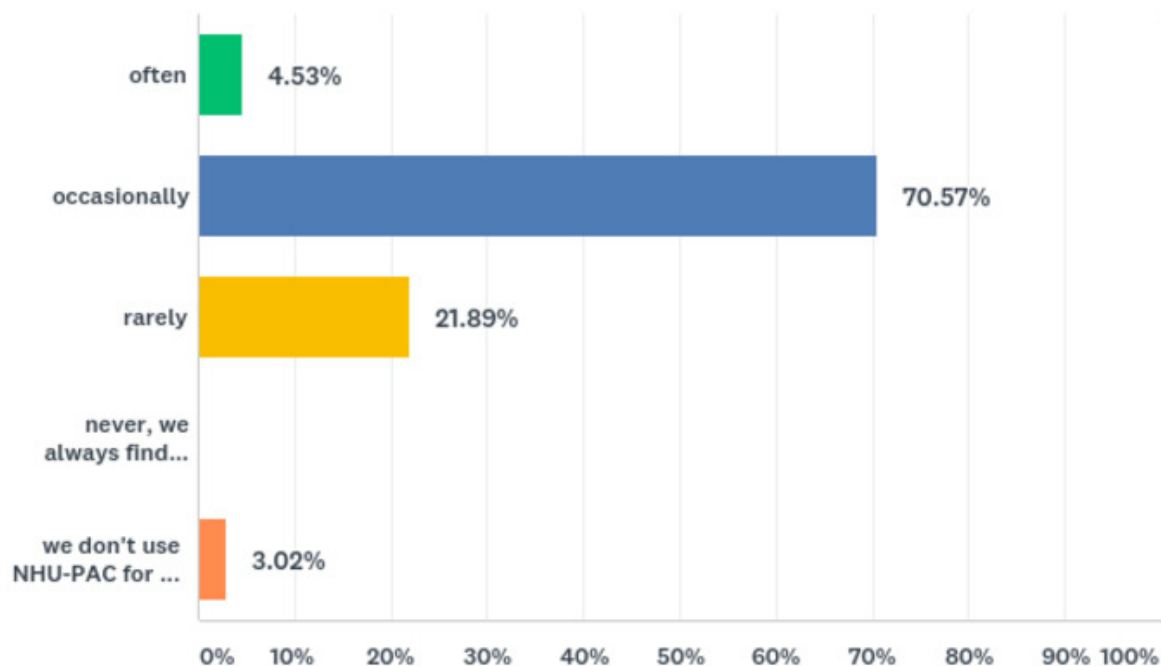
Many of the comments added to the answer “at another point in the process” (26 of them) indicated that the current system of “unfilled” emails was what they wanted to see going forward. Two people indicated that it would be helpful to get an email when an item borrowed via ILL was due. Several people responding “another point in the process” offered specific suggestions:

- If a request isn't "set complete" after a few days of "set return", it would be nice if NHAIS ILL would email the lending library. It would be a reminder to complete the loan process, double check a book is on the shelf, or go hunting for it.
- A sort of manually-sent one by a lending library, who wants to know if a large print is acceptable, or to warn a library that say, The Red Book is huge and maybe their patron doesn't actually want a huge book. But not so manual as to actually have to hunt up their Email address and send an Email from our Email system.
- If renewal requests and responses could be added to the process.
- When a library has failed to indicate a receipt or return but the item has returned to base.
- All of the above choices should be able to be checked on within the system- therefore eliminating the need for e-mails.

- Maybe a notice for if a request has not gone through the entire process, i.e. someone may have forgotten to receive, return or complete the loan
- A system to let us know if the request has been in limbo for more than a certain length of time (perhaps 6 months).
- I would like more librarians to fill out the reason when they deny a request (e.g. item is checked out, too recently purchased, can't find item), so we can decide how best to proceed.
- My ILL assistant : "I wish that when I "receive" a book, it would tell which library sent it."
- If you ever want to do this, it should be optional. Some libraries have very busy ILL dept. and they might want to be able to opt out of those emails.
- Is there a way for an email to go to a library if any of the above (specifically, returned/completed) steps have been forgotten. A time-out system if you will. After so many weeks an email reminder goes out so that we aren't hounding one another on the nhais list?
- It would be great if a library could send us an e-mail directly from the ILL screen. Or at the very least have ILL e-mails listed with the library name.
- Any of these could be offered as opt in.
- In the e-mail for unfilled we should have a reason why...out until when, lost, being repaired, too new, on display, format we don't loan, etc.

Generally ILL participants are able to find the materials they need for ILL through NHU-PAC (see chart Q14) with only 4.53% of respondents indicating that they are often unable to locate materials.

Q14. How often are you UNABLE to locate materials needed for ILL through NHU-PAC?



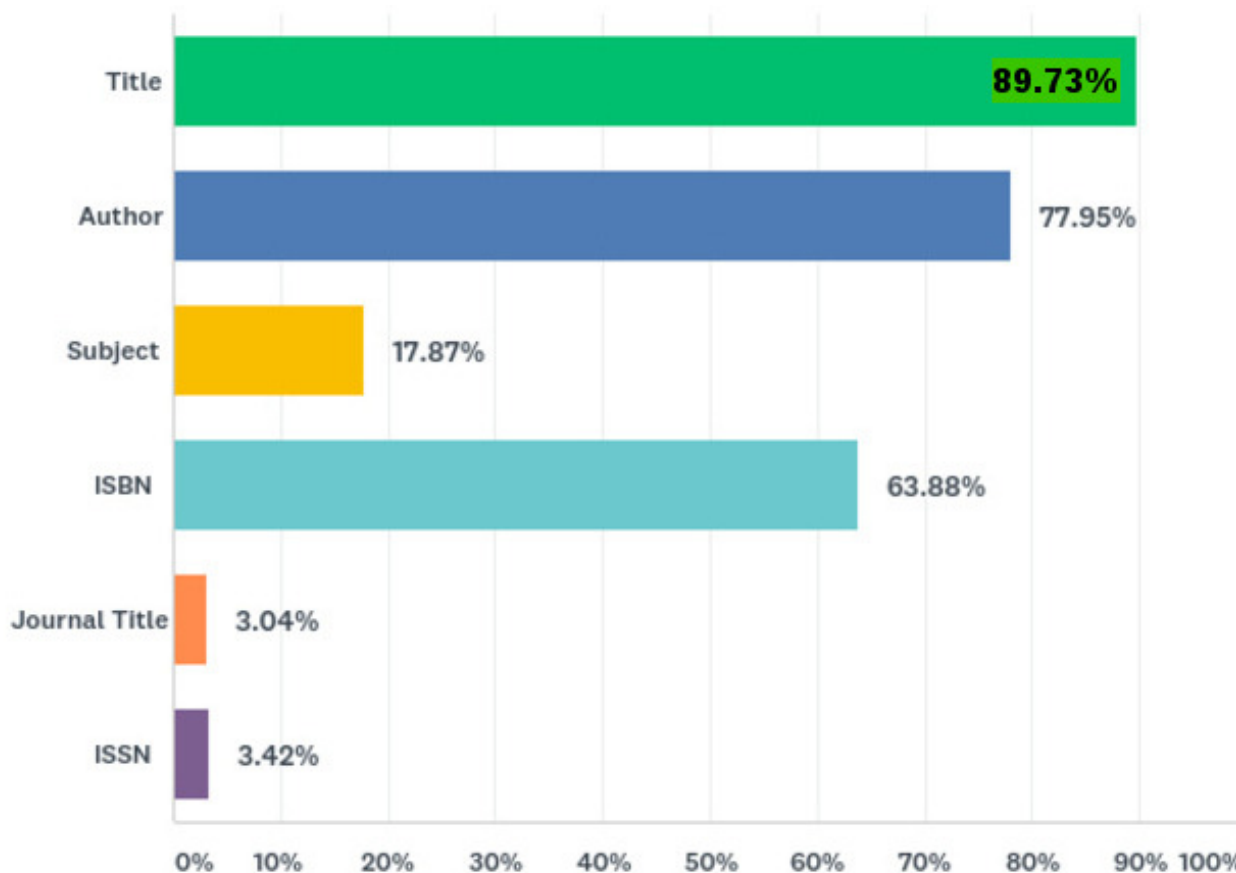
When respondents are unable to find what they need for ILL through NHAIS they reported a handful of other options they might pursue. Regardless of how they find the other holdings, in most cases an email, a phone call, or an ALA paper form sent by mail is used for the transaction.

Q15. What resources do you use, besides NHU-PAC, to fill ILL requests for your patrons?

Answer Choices	Responses	
we are OCLC ILL participants	5.8%	24
we use the NHAIS-ILL listserv	38.0%	159
we borrow from NH colleges using their systems (ILLIAD, for example)	41.2%	173
Other (please specify)	15.0%	63
Check OCLC WorldCat (32)		
Check other library catalogs (18)		
Buy the requested item (6)		
Library of Congress (4)		
DocLine (2)		
Use personal copies to fill requests (1)		

When searching for the items requested by their patrons respondents indicated that the most useful search options were title, author, followed by ISBN (see chart Q7).

**Q7. The current ILL system allows searching in a few fields.
Which ones do you find most useful?**



As far as additional searching options or other ILL functions that would be useful we asked these as separate questions, but received a mixture of searches and functions as answers to both questions so have compiled one list of desired additions to the system. There were a total of 287 specific suggestions for additional or improved ILL functions. Many of the suggestions boiled down to similar requests. Some of them (sorting your lender string for example) are functions that the current system has.

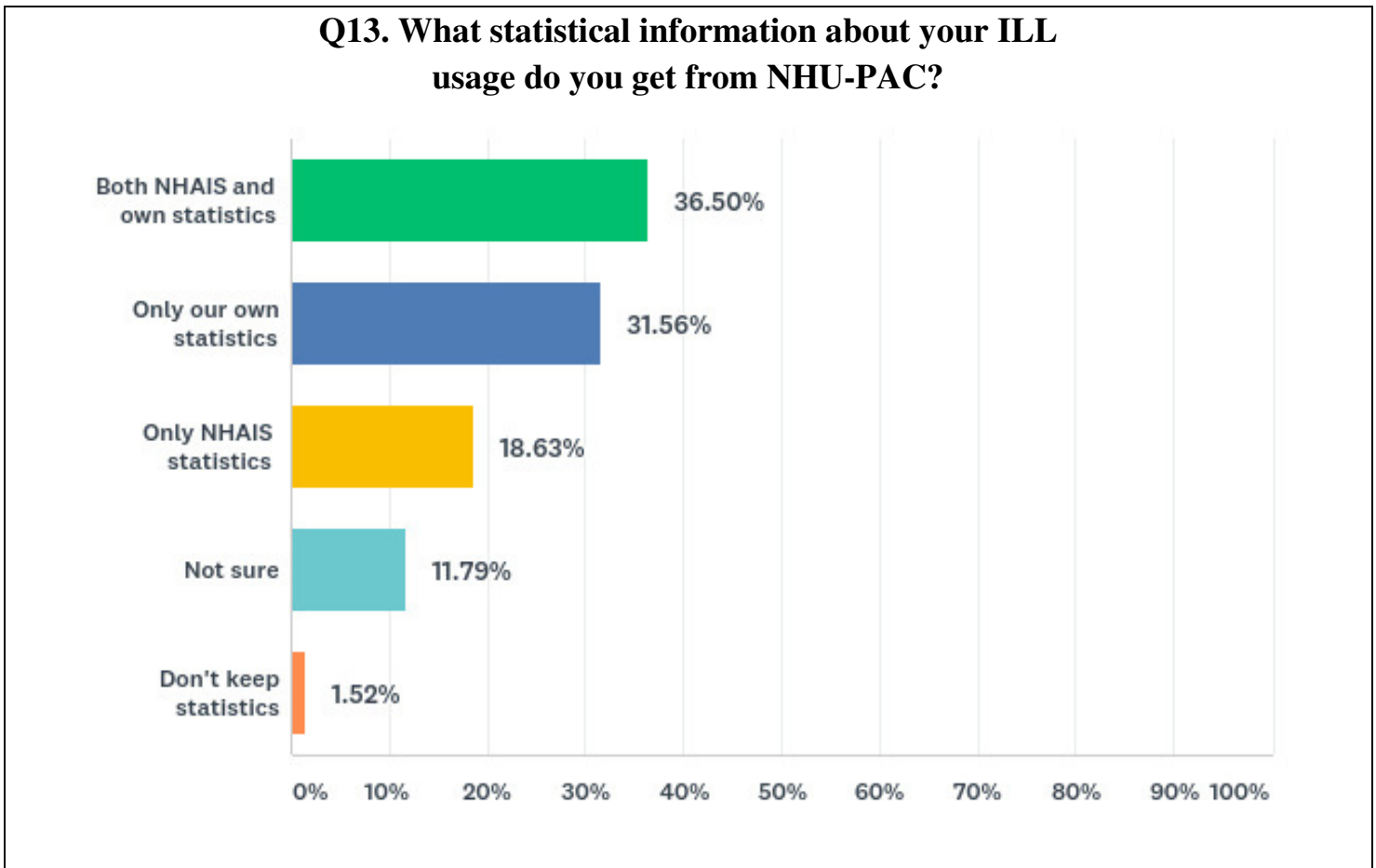
Suggested improvement	Number requesting this
ability to search by and more easily identify materials, especially audio-visual materials, by format	77
more precise/flexible searching: numerous respondents wanted more results (spelling variations, etc.) while many others wanted narrower results. Combination keyword searches (author and title for example) were frequent requests. Respondents who specifically wanted format searching options were not counted here. UPC, 024 tags, ASIN and local Dewey number were mentioned specifically	73
different result sorting, though some wanted relevance sorting, some wanted alphabetical, and several wanted the item they were after to always be at the top of the list	18
easier requesting of multiple copies of the same book	15
real-time circulation status of items held by participating libraries	14
Easier, more effective serials searching and requesting	11
NH colleges participating in NHAIS ILL	7
the ability to request renewals through the system	7
more accurate holdings information	6
the whole request process on one page	6
emails sent at various points so the system needn't be checked	3
better statistics	3
Ability to place a single request for a title across multiple manifestations (different editions for example)	3
Ability to sort and rearrange lender strings	3
For libraries to follow ILL protocol or not request new/duplicate items	3
Links within system to OCLC WorldCat or Illiad	3
an "undo" function to fix mistakes	2
Improved MARC records, esp. for manga series and subjects	2
Keeping finished requests (unfilled or completed) in system longer	2
Patron initiated ILL requests	2
Ability to print lists of requests	2

There were also some suggestions/observations unique to only one respondent:

- Notice if an item can be reserved and sent when it is available
- When checking requests in OCLC, it's handy to be able to click on item and be connected to our catalog to see if item is available.
- Bar code number generated for every loan to be printed by lending library like the OCLC coding system
- The use of the book "bags/boxes" should be made easier to find. The site is not very user friendly to begin with and often slow. It needs to be made user friendly and it should be easier to link to other resources that the NHU-PAC may not directly be responsible for.
- You can also change your search by location (using zip code).

- More state library participation for out of state ILLs.
- NHAIS-ILL listserv can be very time consuming - there doesn't seem to be any standardized method to be used strictly for requesting.
- When OCLC participants mark a request as shipped, they put down the date that it's due back to the lending library. This would be helpful for us, because we could see due dates before the item arrives in the library and get that prep work out of the way.
- I would like to be able to place requests on multiple items for one patron without having to re-enter the information for that patron.
- When I "receive" a book, having it tell me where it came from.
- A feature that searches Worldcat simultaneously.
- Additionally a more prominent notes section when you are viewing request. Often notes for Book Groups or other extended lending times get overlooked.
- Give smaller libraries more opportunities to fill requests. I think these are the main reasons why we sometimes use the NHAIS-ILL listserv.
- Clicking "return to results" brings you back to the record you left, not to the top of the page.
- Would like to see more stability in the system overall. Sometimes links to items are broken.
- Membership to World Cat for NH Libraries so we could directly request.
- Illiad. Populates fields from catalog.

The methods NH libraries use to keep track of their ILL participation vary, and four of the 263 respondents indicated that their libraries don't keep track at all. Just over a third of respondents indicated a hybrid approach, using statistics from the NHAIS ILL system as well as locally tracked statistics and just under a third use only local statistics.



Many of the additional comments on this question were variations of “I’m not who does this.” There were also quite a few respondents who commented that they didn’t know there were ILL statistics available in NHU-PAC. Listed below are the specific comments from respondents that did not fall into one of the above categories.

Other thoughts about ILL statistics?

- I don't see any way for this to be possible but it would be awesome to get stats on what types of items go unfilled over the year and what types of items we request most - this might help with collection development.
- We would like to be able to cross-check our stats with your data, and the fact that yours goes away so quickly is a definite problem.
- Ill statistics are vital to the mission of library services
- Maybe the ability to track by request type? Adult/children/audiobook, etc?
- This is a great option when calculating end of year stats for state library requirements.
- The stats help us justify our budget to the city.
- Since there are always email and phone requests, we need to use our own statistics
- Ideally, we would be able to obtain the statistics and tracking of patron ILLs all through NHU-PAC and not need to keep our own spreadsheets.
- We only track the number of materials loaned with our system.
- I use Millennium to keep stats but it would be nice to have NHUPAC tell me the number of reqs we touched (even if we didn't fill them) and then the number we filled. Total number of reqs we processed and total number sent to us.
- NHU-PAC ILL statistics are hard to read. i have to keep my own tracking but since i have limited availability (hours) to do ILL's I am interested in requests made to me that are unfulfilled.
- I use these numbers and appreciate the upkeep of you tracking. On another note aren't these numbers instrumental in obtaining funding for our State Library?
- It would be interesting to be able to track items we don't fill for other libraries based on the reason we can't fill them: checked out, no longer own, missing.
- Often, an ILL request has "aged" out and moved on to the next library, even though previous library on the list has printed request, marked shipped and sent. In these cases, the second library gets the stats. It would be nice to be able to give the stat to the library that sent the material in all good faith, rather than the later library. Even better would be not having this happen at all, of course.
- Your stats never match mine!
- We sometimes ILL through phone calls or emails - we need to be able to compile our own statistics.
- So many other libraries initiate direct ILL email requests not through NHU-PAC and there is no statistic record for this.
- Use our own because so many folks use e-mail to request which I hope goes down with a better system in place.
- We have to use our own system for requests placed via email. Having a better system for requesting multiple copies would help eliminate this need.
- We also use our own system, since it doesn't do email with ILL and we also track for book groups.
- If they don't already, they should include KitKeeper stats.
- Haven't really investigated this, but easily obtained statistics that separate individual and multiple copy requests would be very important to have available. Also: these stats should include the KitKeeper usage if they don't already.
- The NHAIS stats, as currently presented, are so clunky that we don't use them

A survey conducted by NHAIS Services in 2007 included the following question: “ILL systems can be set up to require library staff to initiate requests or to allow patrons to place requests with staff mediation. Which arrangement do you prefer?” At that time only 5.3% of the 266 respondents preferred patron-initiated ILL while 82.3% preferred staff-initiated ILL transactions and the rest (12.4%) had no specific preference. The responses to our 2017 survey indicate a more receptive, but decidedly hesitant, view of patron-initiated ILL among New Hampshire’s libraries.

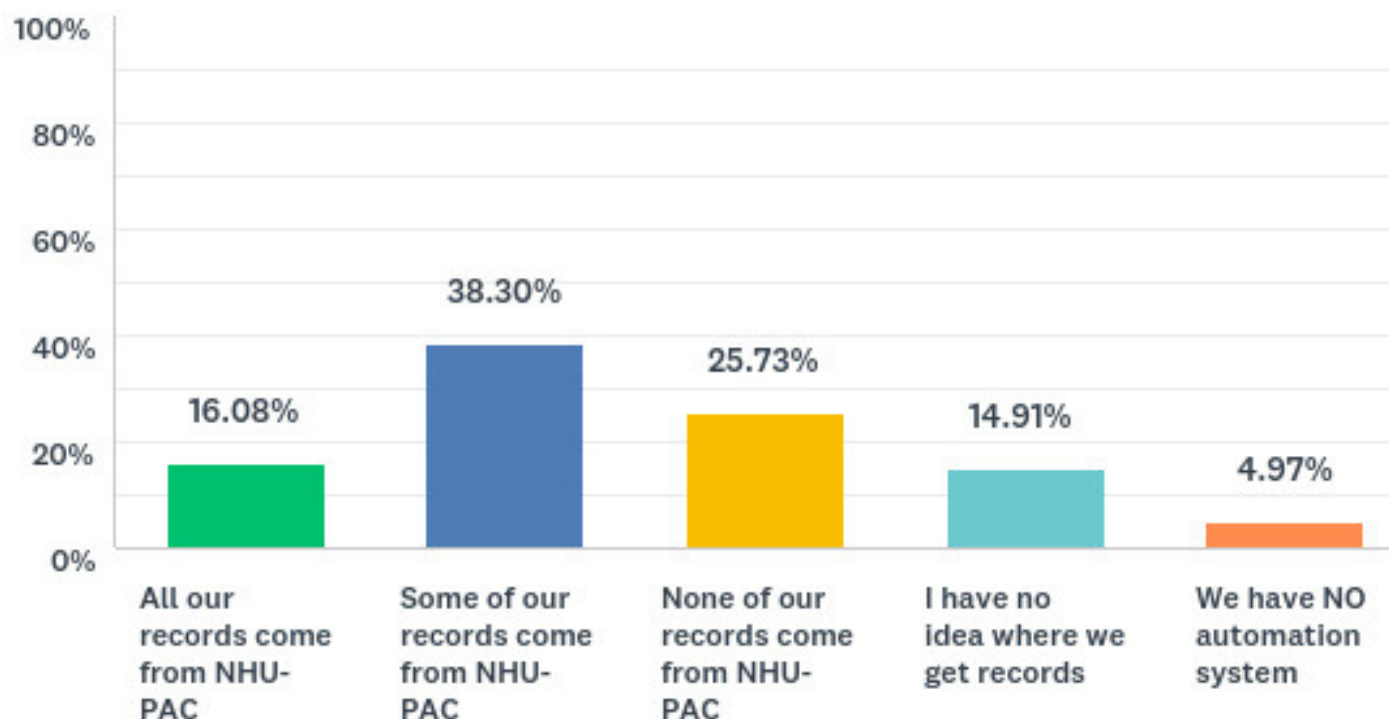
Would you like your patrons to be able to initiate ILL requests online?		
Answer Choices		Responses
Yes!	9.89%	26
Not under any circumstance	28.52%	75
Yes, if the patron's library reviewed the request before it went into the system to be filled	30.80%	81
Maybe, but I'm not sure	30.80%	81

There were LOTS of additional thoughts on the subject offered by respondents. Two libraries, both in the North Country on the Vermont side had concerns about a lack of internet/computer access for patrons being a barrier to patron-initiated ILL. Numerous libraries (38) had concerns about their patrons abusing the privilege by requesting things already on the shelf, requesting too many things, requesting things and then not picking them up, not returning them, etc. A few libraries indicated that they needed to control the process but did not indicate why this was. Many respondents (48) had logistical questions or concerns about how this might work. Listed below are the types of questions people had. The number indicates how many of the logistical concern comments raised that question. If no number is listed one person raised the issue. This list should be used as a starting point in evaluating any proposed patron-initiated ILL plan.

- preventing patrons from requesting owned or new items (8)
- identification of patrons - which library does the requester go with and what is their status there? (8)
- how would requests in system be tracked by library (patron or library initiated)? (8)
- how would the system let patron's library decide if request goes through (6)
- limiting number of requests per patron (6)
- general concerns about how this would work (5)
- ease of use of system for patron (3)
- how to be sure request is properly created -- good number and type of lenders, etc. (2)
- how will patron specify the item and format they want --book, DVD, etc. (2)
- how will patrons know when to expect their item at their library? (2)
- could library print requests to maintain paper trail? (2)
- would staff be overwhelmed with requests? (2)
- where would borrowed items be sent? (2)
- library/patron interaction - would this diminish patron visits to the library? (2)
- what happens if a requester doesn't have a library card?
- could ILL requests still be reviewed as potential purchases?
- will variations of lending policies/circ periods be a problem?

NHU-PAC as a Cataloging Resource

Q17. Does your library get cataloging records from NHU-PAC for use in your local automation system?



Just over half of the 391 people who responded to our question about the source of their cataloging records get any of the MARC records for their local systems from NHU-PAC. NHU-PAC records, which come from the OCLC WorldCat, can be downloaded for free by New Hampshire libraries, from the library's local automated system's cataloging interface using Z39.50 functionality. In response to a question about how they retrieve MARC records for local use 47.3% of respondents (see Q20 chart) indicated that they do this.

Q20. Do you use the Z39.50 functionality of your local automation system to get records from NHU-PAC?

Yes that is how we get records	158 (47.3%)
I'm not sure how my library gets records	89 (26.7%)
We don't get records from NHU-PAC	69 (20.6%)
We don't have a local automation system, or it doesn't support Z39.50	18 (5.4%)
Note: 19 respondents indicated "other," but all the specific responses provided fit into one of the above answers so were counted with those responses	

As a follow-up we also asked respondents to tell us, if they don't get MARC records from NHU-PAC what change we could make that would make them more likely to use NHU-PAC as their record source. There were 105 responses to this question and 30 of those were a variation of "I'm not sure." Thirteen respondents said

there were no changes we could make that would impact their choice (six of these libraries pay for their own OCLC memberships and are happy with that option). There were 14 respondents who said they are happy with pulling records through their local system interface but didn't specify whether those records are in fact coming from NHU-PAC. Several of them cited specific system vendors that NHAIS Services has worked directly with to configure Z39.50 access to NHU-PAC for their clients. A couple of respondents raised concerns about needing more, or different types of training. The remaining responses fell into a couple of broad categories and are listed below (chart Q18).

<p>Q18. If you don't get your MARC records from NHU-PAC is there a change we could make that would make you more likely to use MARC records from NHU-PAC?</p>
<p><u>Prefer to buy records from a vendor</u></p> <ul style="list-style-type: none"> • We get most of our records from B & T as part of our processing package • We get most of our records from Baker & Taylor when we place orders. Not sure if we could bulk upload records like that through nhupac. • I receive MARC records from vendors usually. Don't always select NHU-PAC's records when cataloging. • Baker & Taylor provide downloaded MARC file of purchased items- it would need to be more efficient than that • We download MARC records from Baker & Taylor after an order.
<p><u>Time it takes to get records</u></p> <ul style="list-style-type: none"> • We would use them more if they were delivered sooner. • NHSL records are usually as good as or better than those from other sources; although we use many other sources to avoid having to ask for original cataloging, which is impractical due to the long time frame involved.
<p><u>Misc. Issues</u></p> <ul style="list-style-type: none"> • Rank record searches by completeness of MARC record. • Speedy response time, ease of use, more DVD and audio records • If libraries were asked to follow a standard format more closely • Exporting original cataloging records to NHU-PAC for unique items and creation of more accurate serial records that can be approved for OCLC • It would be easier if NHU-PAC also accepted original cataloging and/or non OCLC records • I would like to see us able to add our holdings through the system, similar to the way we did in the past.
<p><u>Issues of Record Availability</u></p> <ul style="list-style-type: none"> • 98-99% come from NHU-PAC the other 1-2% are Marc records for obviously obscure books • The records that are usually not supplied by our local automation system or Nhu-pac are new DVD titles. It would be helpful if current DVD records were available in a timely fashion. • Our cataloger frequently has issues getting timely records on self published or lesser known items and formats. • I don't think so. Sometimes we are "ahead of the game" and so use other Z39.50 targets. • It would be great to have original records from libraries in NHU-PAC that are not available in OCLC. This would allow more materials to be available (especially local/unique items), and reduce some original cataloging. For instance, there are so many self -published authors that do not have an OCLC record, and I know there are other libraries that have the items, but there are no records in NHU-PAC. It would also help with unique items that are housed at one library but available to all, such as the NHLTA conference videos. • We get 90% of our records from NHU-PAC, the others come from LOC if they have the record sooner. • Almost everything comes from NHUPAC/OCLC. The very few exceptions are materials for which I duplicate an existing record (on Koha), then modify it. • Usually it's when it's a new book and Library of Congress has the record. • NHSL MARC records are good; we need other sources to avoid having to ask for <i>[answer ends here]</i> • We get as many as we can from NHU-PAC. • No. We use Nhu-pac as often as possible, but if there is no marc for an item, we pull from other sources (Apollo by Biblionix-shared catalogs for marc's)

Issues of Record Quality

- Somehow to be sure all libraries are adding their items to the same record. Many times there are duplicate records for the same item.
- MARC records in NHU-PAC are highly inconsistent. There is a high volume of mixed records for identical items, these duplications need to be resolved. Overall the issue has improved with more local and systematic automation, but it still remains a cumbersome hurdle.
- There is no consistency to the quality of the records. More state wide training for the many paras doing cataloging? Sometimes Aurora CO or Cuyahoga County have better, more detailed MARC.
- Often the records have extra fields, etc or duplicate subject fields, so even if we import them via z39, we end up editing them for our system.
- I would like the collection records to be more extensive and include records even if no one else has holdings.
- There seem to be many duplicate bib records for the same titles, with different libraries attaching to the various bib records. And what happened to RDA?
- Better, more complete records
- We get most of our records from OCLC or NHU-PAC but there are times when we don't want to use a serial record and choose to use a monograph record. These we get from other sources via Z39.50. Because we cannot add monographic records for existing serials we do not get the records from NHU-PAC and do not add our holdings to the state for these items. Some of the rules seem restrictive for our patron's needs.
- Expand from OCLC- not all of their records are acceptable. Their quality has gone down.
- NHUPAC MARC records are often incomplete, particularly in physical details and adequate subject headings. In those cases, I pull records from other sources.
- Accuracy in the records. Consistency within series. Getting records created earlier for some new books
- Add interest levels - for example - Preschool, K-3, 3-6, 5-8. YA, Adult
- They are often incomplete and it's faster to have our person here do it.
- At one point I noticed many of the records did not contain # of pages. That's when I started looking to other records first.

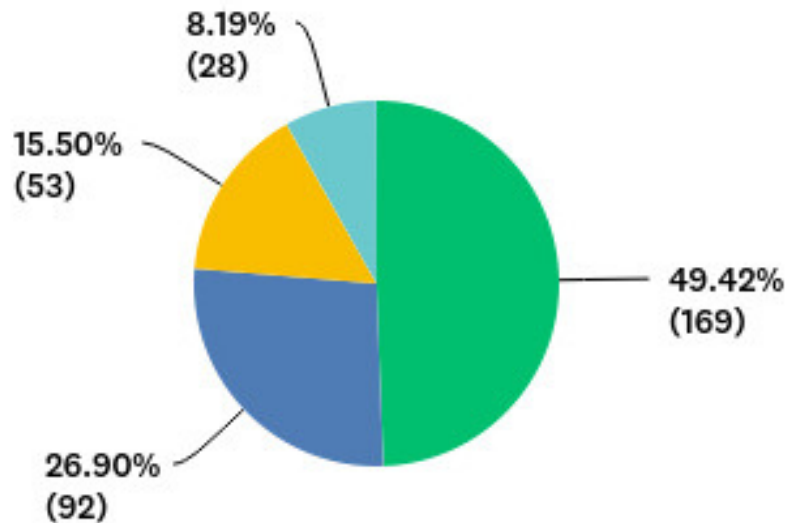
Issues with ease of use

- Nhu-Pac is cumbersome and very unfriendly. The less we use it the happier we are - sorry
- Easier to access, download. We use the Z39.50 protocol to download some records but it is sometimes difficult to find the right record. Mistakes get made and then someone else makes a request and we send the "wrong" item. (and this happens to us when requesting as well - someone has tagged themselves on the audiobook when they only have the print)
- We are a Follett Destiny library and we often use the "Add Title" feature to search an ISBN and automatically add a title to our catalog that way. We also subscribe to OCLC CatExpress to find MARC records that aren't available through Follett.
- We would be more likely to use NHU-PAC for records if it were possible to have a one-step process of finding and downloading MARC records through NHU-PAC and adding our own holdings to the record simultaneously, and if the records had robust content summaries, subject headings, etc.
- Our Z39.50 searches NHU-Pac first, then others if necessary. But sometimes it doesn't find the record in NHU-Pac, even though it's there.
- It would be better if I could search NHU-Pac and download the record, like we used to be able to do.
- I need to be able to enter & catalog new books easily; current system is too time-consuming for a P/T one-person library
- In general, we avoid using NHU-PAC to request MARC records, since the search process can be clumsy and time consuming.
- If it was an easier integration process.
- easier access to NHU-PAC z39.50 server from our catalog

In addition to potentially serving as a resource of local cataloging records, NHU-PAC is the source of holdings information on which NHAIS Interlibrary Loan has traditionally been based. This way of doing things is not the only option available for providing the “union catalog of statewide library holdings” called for in NH RSA 201-A:22. Nearly half of the 342 people who answered the question about the best way to share their library’s holdings (see Q19 chart) indicated that a single union catalog was best. Just over a quarter of respondents liked

the idea of linking local automated systems in a virtual union catalog. Others were unsure or had additional suggestions. No respondent chose the answer “Resource sharing among libraries isn't something we need to do in NH.”

**Q19. NHU-PAC serves as a union catalog for the state of NH.
Is this the way you would prefer to share information about
your library’s holdings with other NH libraries?**



- Yes, a single catalog listing everyone's holdings is the way to go
- All NH libraries should have automated systems that link up with real-time circ data
- I'm not sure
- I would suggest ...

The suggestions offered in response to this question were (with a duplicate deleted):

- I prefer the single catalog listing for everyone's holdings, but the records need to be UPDATED on a more frequent basis.
- Too many requests are received for items we have discarded months ago and sent the updated record to the state. I am not sure what technology is available to link different systems that would make it a viable system. The Union catalog serves a purpose. How many libraries are on Koha? I like the single catalog listing, but it would be helpful knowing real-time circulation when searching, especially for book groups.
- NH needs an open-source catalog controlled by NH libraries and NOT a third-party vendor!!!!!!!!!!!!!! How many characters do I get in this box? Imagine them filled with exclamation points. Ideally this would be a catalog and ILS that all NH libraries used! But if it has to start with just the state library-run catalog, at least it's a start!
- A wide consortium so that all collections are available to libraries

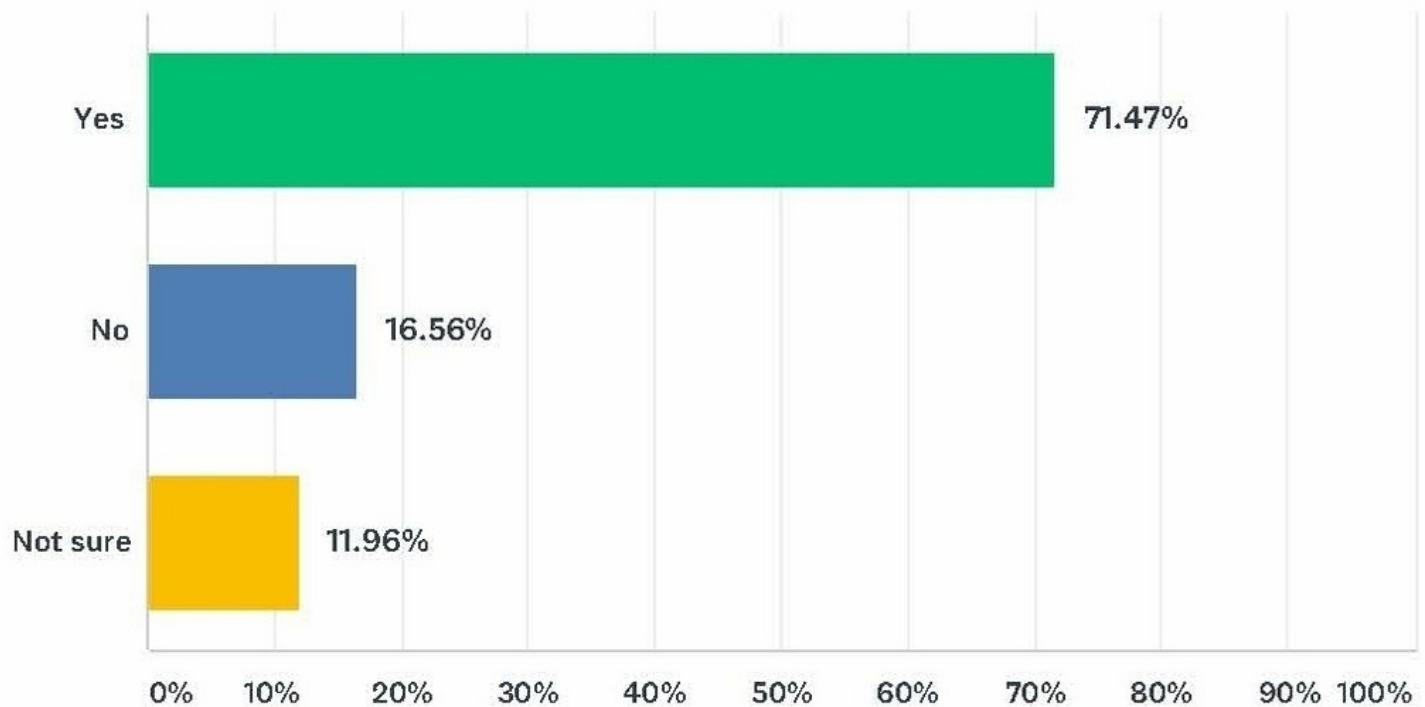
- I would prefer that all NH libraries have automated systems/link with real-time circ information -- but would this mean that all libraries would have to use the same ILS? If so, then I would prefer a single catalog.
- According to NH RSA 201-A:22 the State Library is required to keep a union catalog. Until the law is changed the State Library is still required to maintain a union catalog.
- It would be bringing us into the 21st century if all NH libraries had automated systems that link up with real-time circulation information.
- A catalog listing everyone's holdings is the way to go - circulation/availability information would be a bonus but it doesn't seem prudent to link all circ and cataloging information in one spot as it would be a duplication on many levels ... just 2 cents.
- Before I moved to NH, I worked at a public library in NJ which was a member of the BCCLS library system: <https://www.bccls.org/> BCCLS' opac is able to search all member library's holdings at once, linked to a single item record per title/format, and show current availability across the system. Their website might be a helpful example as you shop around for possibilities.
- I'm OK with a single catalog listing, as long as it is easy to find.
- I like the idea of a single catalog listing, however, it takes too long for our deletes to be updated. I think waiting 6 months is too long, so maybe linking would be a better way to go.
- Yes, however it is a little complicated to keep holdings up to date.
- is the second choice pie in the sky? I like a single catalog, that then LINKS to the individual catalogs (have I mentioned that before?)
- I would say Yes, a single catalog, but if automated systems could link up in real time that would be awesome. I just don't see that happening with the diversity of ILS's in the state.
- I would prefer that all NH libraries have automated systems that link up with real-time circulation information as stated above but if there were some smaller libraries that cannot have automated systems, perhaps they could be in a moderated catalog similar to what we have now. Perhaps an open source catalog consisting of smaller libraries that send the state their holdings as they do now. These smaller libraries are typically not huge lenders but may benefit from real-time information for borrowing from larger libraries. So I guess I would suggest a hybrid of what we have now and real-time links to automated libraries.
- I like the single catalog but it's not realistic that it is accurate since it seems impossible to keep it current with deleted and missing materials. The upload of MARC records is more straight forward. The deletions seem impossible since you need the specific NHU-PAC record #, etc.
- I think #1&2 can be combined, so that there is a union catalog that communicates with the individual automated systems to show holdings and real time circulation information. This would eliminate much wasted time placing and denying requests for items that are out, or searching individual catalogs to see if an item is in, or emailing through the listserv to see if anyone has a certain item just in case it isn't included in NHU-PAC. Additionally, it would help with keeping an accurate database of holdings, reducing the need to add/withdraw.
- A single catalog is more efficient for searching assuming the information retrieved is up to date and accurate.
- Don't know what we'd do without NHUPAC wish we used consistent ILS from library to library.
- a single catalog that also links up with real-time circulation information, if that's possible, and an easier way to delete holdings.

- Well, the problem answering this question is once you start thinking about all NH libraries having automated systems that link up with real-time circulation information you realize that's a really sexy idea for an amazing way of sharing media. However, if you think that through, it does not allow for Town Libraries to keep new media for their own constituents. Plus, wouldn't all the systems have to be the same one? I can't imagine trying to get all those systems to be able to talk to each other--otherwise. So, my answer is Yes, a single catalog listing is really the only economically feasible one, unless the legislature decides there is a way to get us all into one giant system. I won't hold my breath for that to happen.
- Love the idea of linked up with real time circulation but wonder how feasible in a state where many libraries aren't fully automated.
- I would prefer that we all have automate systems that link up to one another. Given that I have HUGE doubts that could ever happen, a single catalog listing everyone's holdings is the way to go.
- A catalog listing everyone's holdings and with real-time circulation info.
- I'm not sure, I would need more information!
- I think a way to eliminate the need to upload new and deleted holdings would be most useful. So, I'm leaning toward automated systems that link up with real-time information - both catalog and circulation - would be best.
- real-time circulation information would be awesome

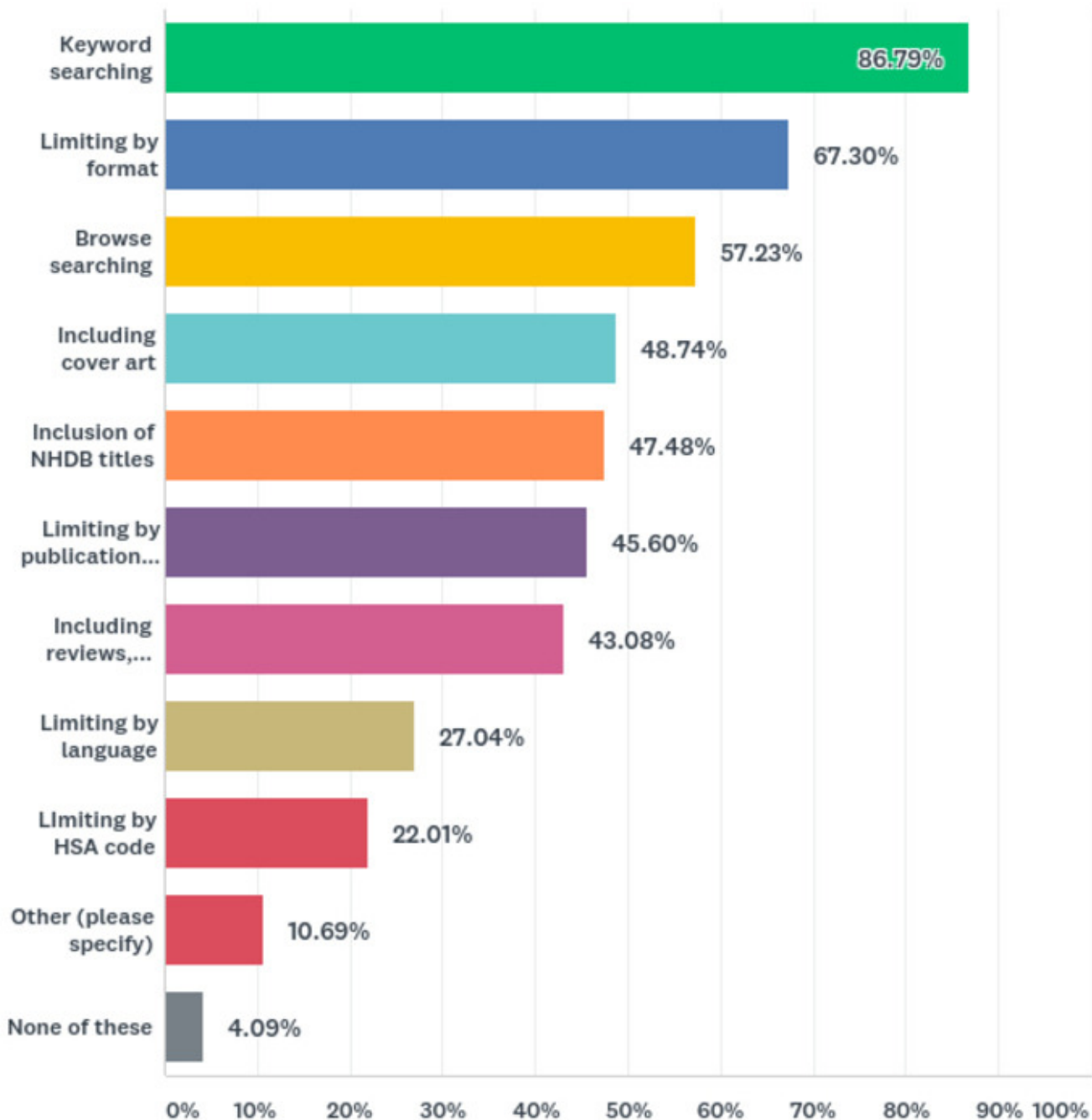
Use of NHU-PAC by Patrons

The majority of libraries (71.47% of the 326 respondents to this question) felt that public access to the NHU-PAC was important for their patrons (see chart Q21). Keyword Searching and limiting by format were identified as the most important aspects of the public interface for patrons and staff (see chart Q22). When considering only staff needs ease of use rises to the top of the list followed by the ability to sort results and to do keyword searches (see chart Q23). Call number searching and the inclusion of tables of contents were identified as the least important functionality for staff.

Q21. Is public access to the NHU-PAC important to your library?



Q22. Which aspects of the public interface to NHU-PAC are important to you or to your PATRONS (mark all that apply)

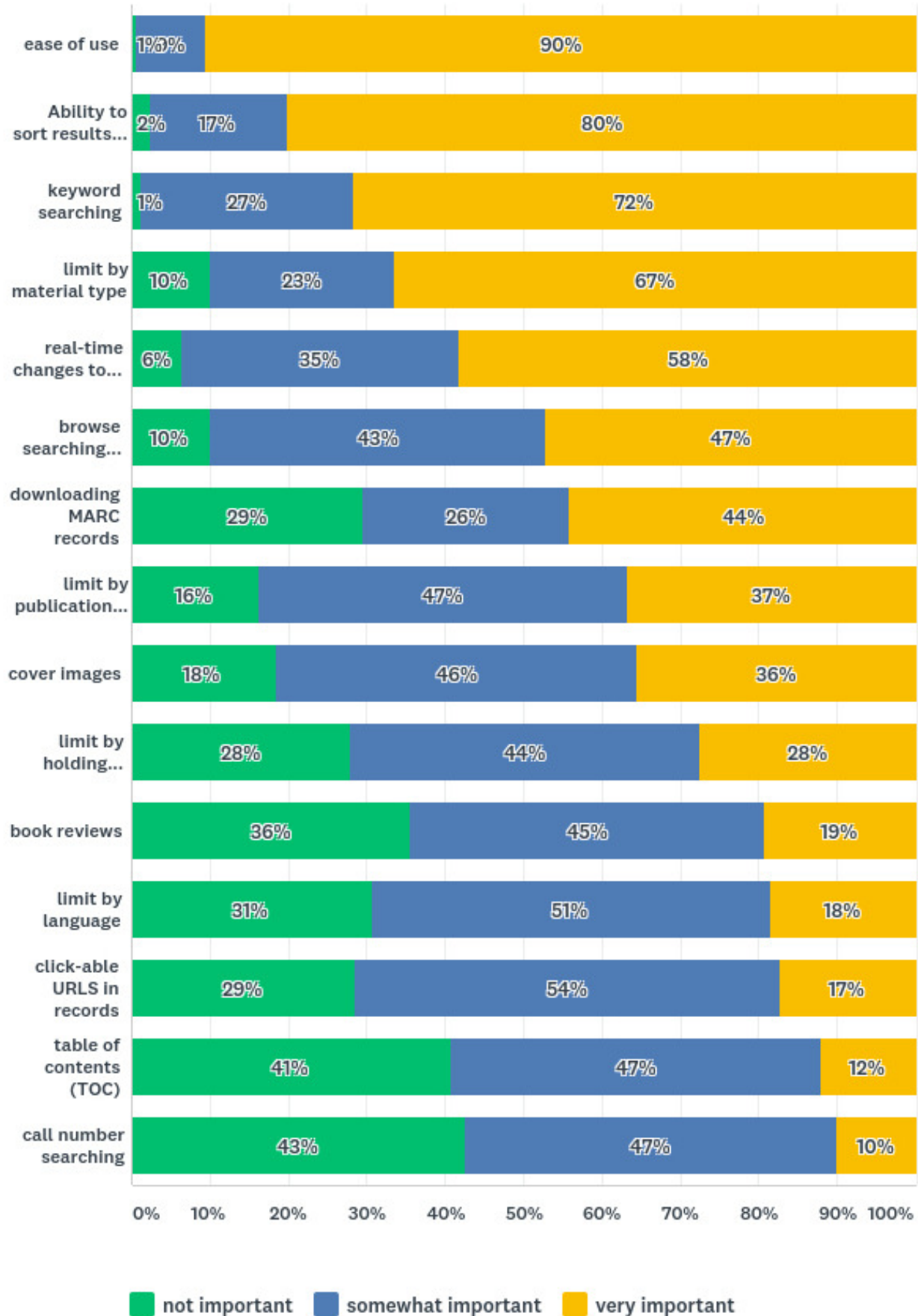


The important aspects of the public NHU-PAC interface identified by the respondents choosing “other” were:

- Limiting by two criteria such as author and title is helpful. Otherwise, the search result list on the patron side can be lengthy and tedious to sort through.
- Title search that brings the title up first
- Adult/Children, Fiction/Nonfiction, Genres would be nice too! All of the things! All the user-friendly things!
- Ability for libraries to do their own holding deletions. Easier, more straight-forward process.

- Searching by library location if patrons will be doing ILL
- Not only able to limit by format, but clear icons that differentiate between formats. Also, obvious messaging if the patron's home library already owns the item. Clear library info so patron's can contact us easily.
- Rather than limiting to HSA code, limit to Library and Town name. HSA codes don't mean anything to library users
- If we include downloadables the system MUST be able to limit to physical items only as well
- Subject, ISBN, Title, Author combinations, copyright date
- There are times when our patrons find books when they browse, that we cannot find when we try to process the request. Not sure what is going on there.
- Limiting searches by Library name--no patron knows what on Earth an HSA code is--many staff don't know what that is...
- Better than HSA code would be library names; sorting by certain parameters is also important (publication date, title, author, etc.)
- Other Standard Indicator 024 field
- Advanced searching
- Sorting by both 10 and 13 digit ISBNs
- Real time availability would make it more functional.
- Title, author
- Narrowing searches, seeing the circ status of an item and the location, having search results display when doing a google search, being able to highlight new titles
- Limiting searches for fiction and non-fiction
- Searching by ISBN is critical for my work
- Search by author
- I have no idea if my patrons even use it and I don't use the public interface at all
- Size of type, a little more on screen instruction for patrons
- Better title and author searching, subject searching and browsing
- Not sure
- Availability
- Title and Author searching automatic in the keyword search
- The ability to SORT by publication date
- If the search capabilities were improved, I would send more patrons to it. I do have it linked on our website and some patrons have had success.
- Font size (I suspect that's easily changeable, but it's currently too small!)
- It would be very helpful to have Overdrive titles in NHU-PAC.
- Numeric search (Music number, UPC, OCLC#)
- These are the features staff mostly use. Our patrons rarely use the public interface.
- Because patrons cannot initiate requests, we don't encourage them to browse NHUPAC

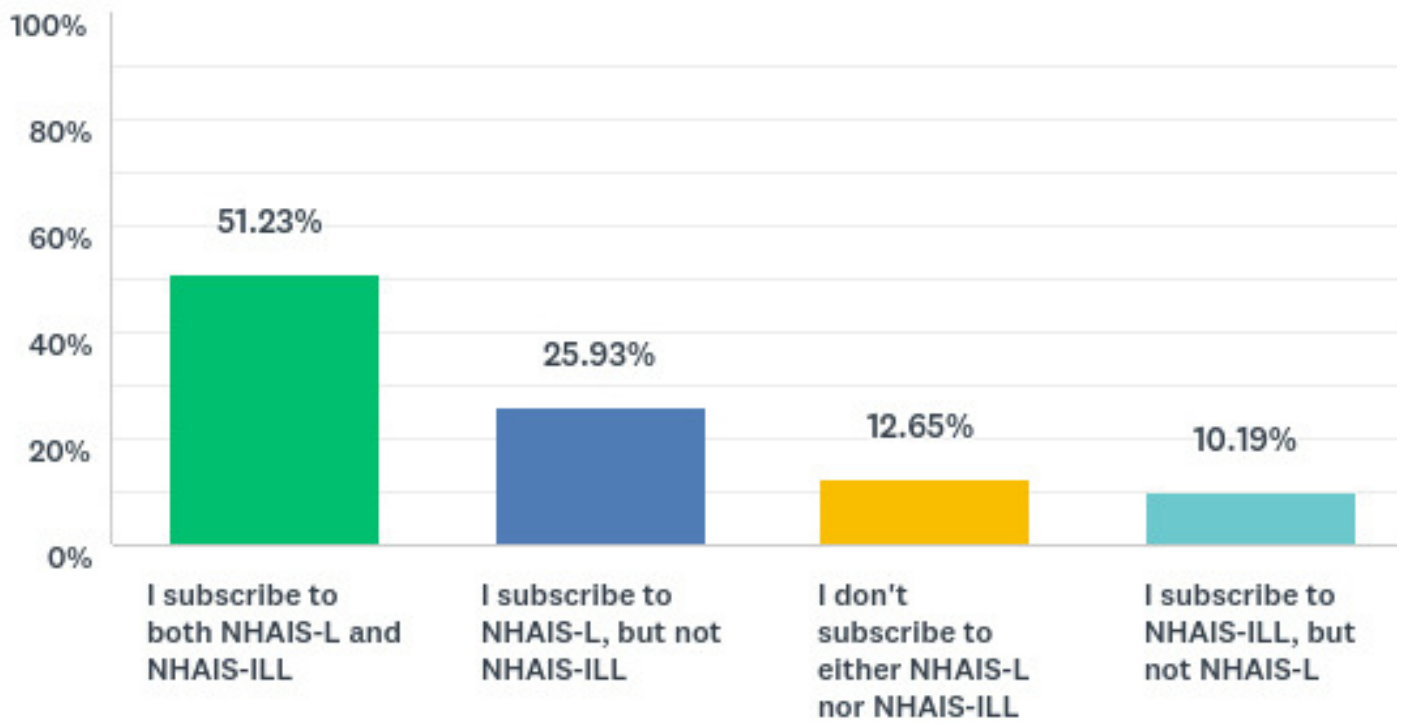
Q23. Please rate the importance of these features to your library staff



Listservs

Although they are not actually part of the NHU-PAC, we included questions about listservs in this survey as they play a role in resource sharing in our state. Just over half of the 324 people who answered our question about listserv usage indicated that they subscribe to both NHAIS-L (the general NH library listserv) and NHAIS-ILL (the interlibrary loan specific listserv).

Q26. Use of the NHAIS listservs



There were 292 respondents who provided additional input about what arrangement of listservs they thought would be best (see chart Q27). A majority (66.78%) chose the option of “separate listservs for general discussions and ILL are good (the current setup).” The next most popular choice, selected by only 21.58% of respondents was that “There should be MORE separate listservs for freebies, stumpers, general library issues, ILL, downloadable books, etc. so I can just get the ones I want.” There were 29 selections of “there should be one NHAIS listserv for everything” and five people who thought that no NHAIS listservs at all was the way to go.

There were also quite a few specific suggestions for how the listservs might be improved. Many of these boiled down to a desire for rules for use of the listservs being set and then followed by all users.

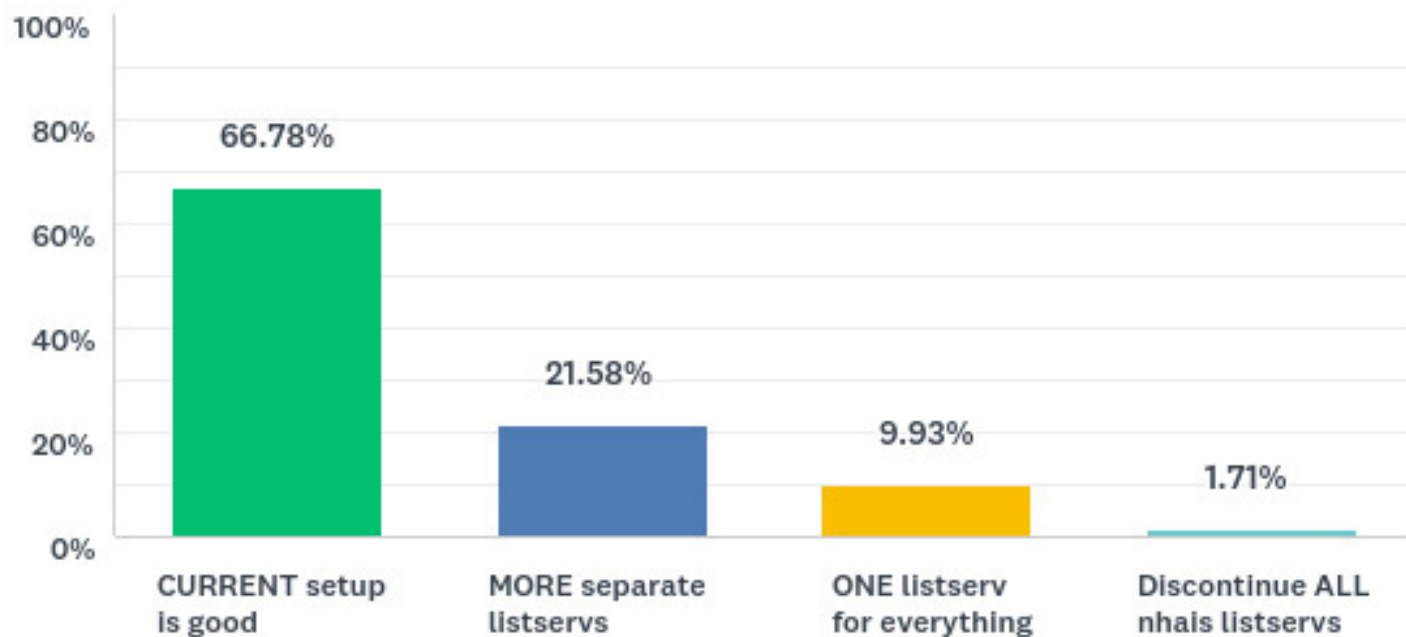
The “other thoughts about NHAIS listservs” were:

- A separate list for Freebies/Trades would be much appreciated!
- I feel that if there were more listservs created it would result in too much email. There are already many cross-postings.
- An easier way to search previous messages would be nice.
- A good archive. I looked for the archive and was not able to locate the information I was looking for.
- ILL listserv should have a specific format that all who participate must follow. (a template for all to use)

- I don't appreciate libraries that continue to make ILL requests over email.
- Some people still don't know how to use Email or mailing lists, which is very disappointing in a community of library workers.
- Would love to see a listserv for freebies or items for sale.
- I would prefer that the ILL system allow for multi-copy requests so that people do not post SELECT requests or general book group requests on nhais-ill. Also, we receive way more mail than it seems there should be - probably 70% doesn't pertain to us for one reason or another. I wonder if it would be possible to choose to send to the entire list OR to limit messages to just one co-op?
- The ability to place a single request for multiple copies in NHU-PAC would greatly reduce traffic and reliance on the ILL listserv.
- The Nhais-L is very helpful for sharing wisdom and opinions. I'm very happy it exists.
- Maybe some extra category breakdowns would be helpful. I can work with the current set-up.
- I'd prefer a wiki or forum. I tend to just delete emails
- The NHSL should have a listserv for State Library Announcements. I find they get buried in the current set up.
- ILL must remain separate as it would clutter up way too many inboxes.
- I wish there were a freebie listserv, again, to clear the clutter.
- I love the idea of separate listservs. It's very easy for important messages to get lost in the constant barrage of free offers. Also, it would be more efficient if libraries were encouraged to use the automated system to make requests instead of sending general requests to the NHAIS-ILL list.
- I only subscribe to NHAIS-L, but our ILL librarians subscribe to NHAIS-ILL
- I'm new to the NHAIS listservs and not sure what their benefits are.
- There is a lot of dross on the NHAIS listserv. I wish it were less of a junksale adjacent list.
- Libraries should use NHU-PAC when requesting library materials instead of NHAIS listservs
- The ILL listserv is great for book groups or hard-to-find or unlisted titles.
- Listservs serve a purpose but we don't subscribe because of the mass number of emails that come through government email system. There HAS to be another way to keep in touch.
- Please require e-mail addresses of all libraries be included in their contact info to facilitate ease of interactions.
- Standardized method (needed due date, library/van info, book title and author all in one location in email request ... a site for ILL only
- The NHAIS-L back and forth communication is cumbersome.
- In all honesty I was getting too much email so I send the NHAIS-ILL automatically to a folder and I read it every couple of months to find "bookclub darling" trends. I like option 4 the most, right now.
- One more for downloadable books would be nice
- I like it as is
- Honestly, sometimes there is so much "junk" on NHAIS-L that I quickly delete what I deem unimportant or disregard in the moment.
- I am undecided about this. Since I do everything in our library, I probably would subscribe to all available sub-groups of listservs. On the other hand, it's annoying when the same message is both listservs and the more subgroups we have, the more duplicates we would receive...
- Freebies wouldn't be bad, but do we really need to discuss everything? We have work to do!
- In particular, a separate list serve for freebies - I believe this would increase the general usage of the list. I know a lot of librarians who don't use nhais-l because it's too cluttered with freebies.
- I enjoy the camaraderie and the humor of fellow librarians!
- would like ability to 'opt out' of discussions that are not of any interest/help to me - too many emails now!!

- There should be one for programs. There should be one for technology discussions. There should be one for professional development (updating presentations from conferences, webinars, etc). This would also contain upcoming NHLA & NELA information and carpooling, enabling more people to think about going to long distance events like the one coming up in Burlington. I get the daily digest of nhais because it's such a mish mash of subjects.
- Too many listservs is confusing. Already people post to the NHAIS-L when they should be posting to the Downloadable books or NHAIS-ILL, and vice versa.
- Would be good to do all book club requests through NHAIS instead of having separate email system.
- If discussions are not already archived in a way that is easily searchable, they should be to avoid having people ask the same question over and over and avoid having to save a ton of emails in the off chance that the information may be helpful years down the road.
- Although I don't use these, I hear good things from my coworkers about them.
- I don't know the solution but having to sift through 50 emails is not ideal.
- The libraries that offer freebies should have it's own list.
- I've been forwarded many items on the listservs and I also check the NHAIS blog at times. Both seem useful.
- If possible, when e-mails are sent to multiple lists, to only get one e-mail, instead of getting one from NHAIS-I and then getting the same e-mail from ILL, CHILIS etc
- Critical for our NH library community.
- Ann (ILL) gets the digests.
- Very helpful in both general and specific ways.
- It would be good to know if I am actually on a listserv--sometimes I send things out and it seems to disappear in the ether...
- I think that a separate listserv for freebies and/or those selling books is really all that is needed.
- Generally, I think the listservs work extremely well. I would advocate, however, for setting up a third, separate, listserv for freebies. As much great communication as we have between NH libraries through this great service, it seems that at least 50% of the NHAIS emails I receive are related to freebies that I myself am not interested in, or are not directed toward my role or library. Having a separate listserv for this would likely be a relief to many.
- I find them helpful, both when I send to emails to the listserv and when I read emails from other libraries. The volume of emails doesn't bother me because I can usually tell at a quick glance if it is a topic which concerns me or whether it requires a response from me. I know some libraries get worked up by the number of emails sent daily, but it's a good way to stay connected to other libraries and get exposed to new ideas.
- It would be nice to have the freebies and sales separate from the rest of the NHAIS-L.
- I do not know what I subscribe to...
- If people would realize the difference between "reply" and "reply all" the lists would be much more effective.

Q27. What do you think about the NHAIS listservs?



Next NHU-PAC Committee Participation

There were 71 people from 58 libraries who indicated an interest in being part of the Next NHU-PAC Committee. This list of names and contact info has been given to State Librarian Michael York.